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- GRAY SCALE DOCUMENTS

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FIG. 1

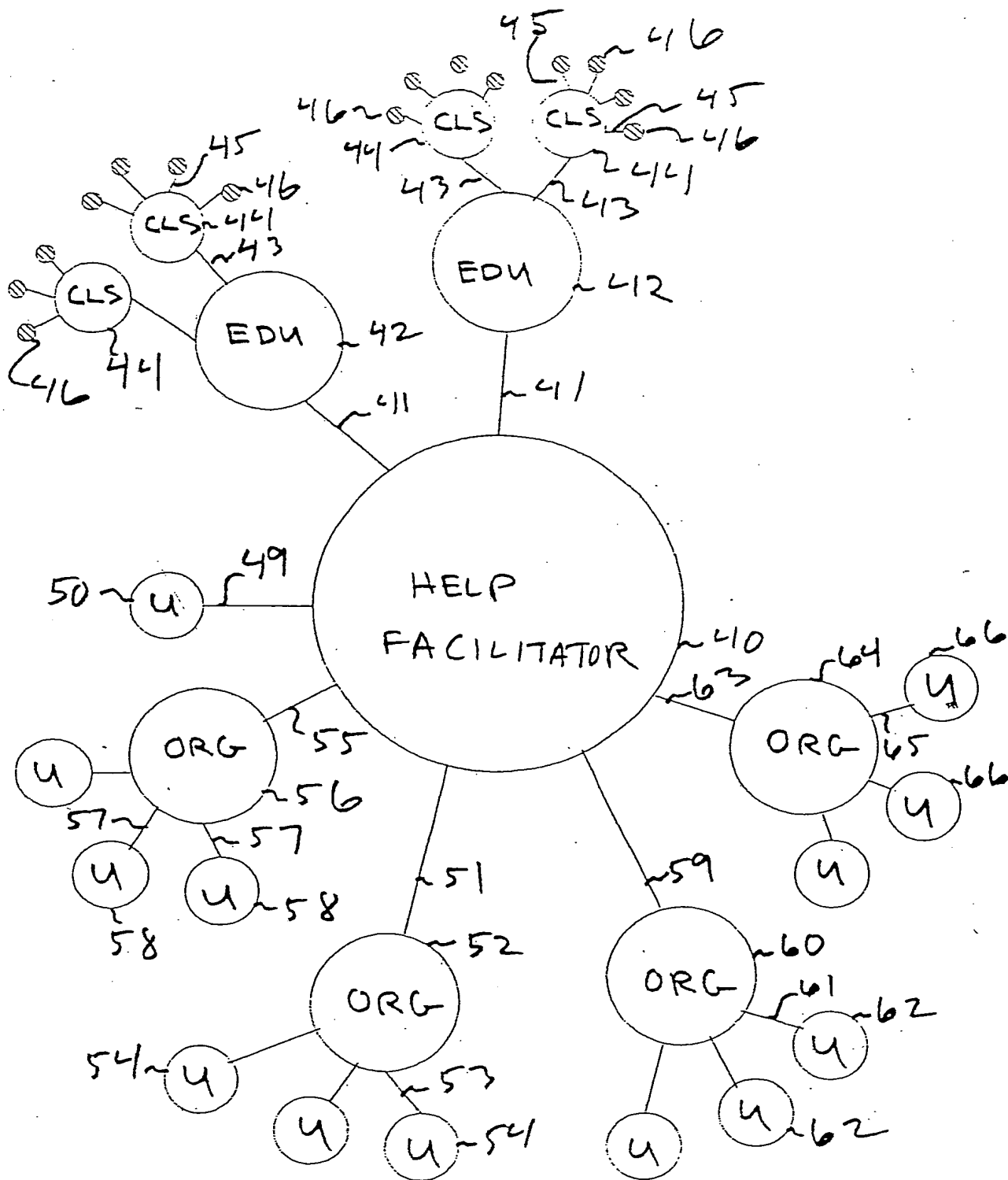


Fig. 2

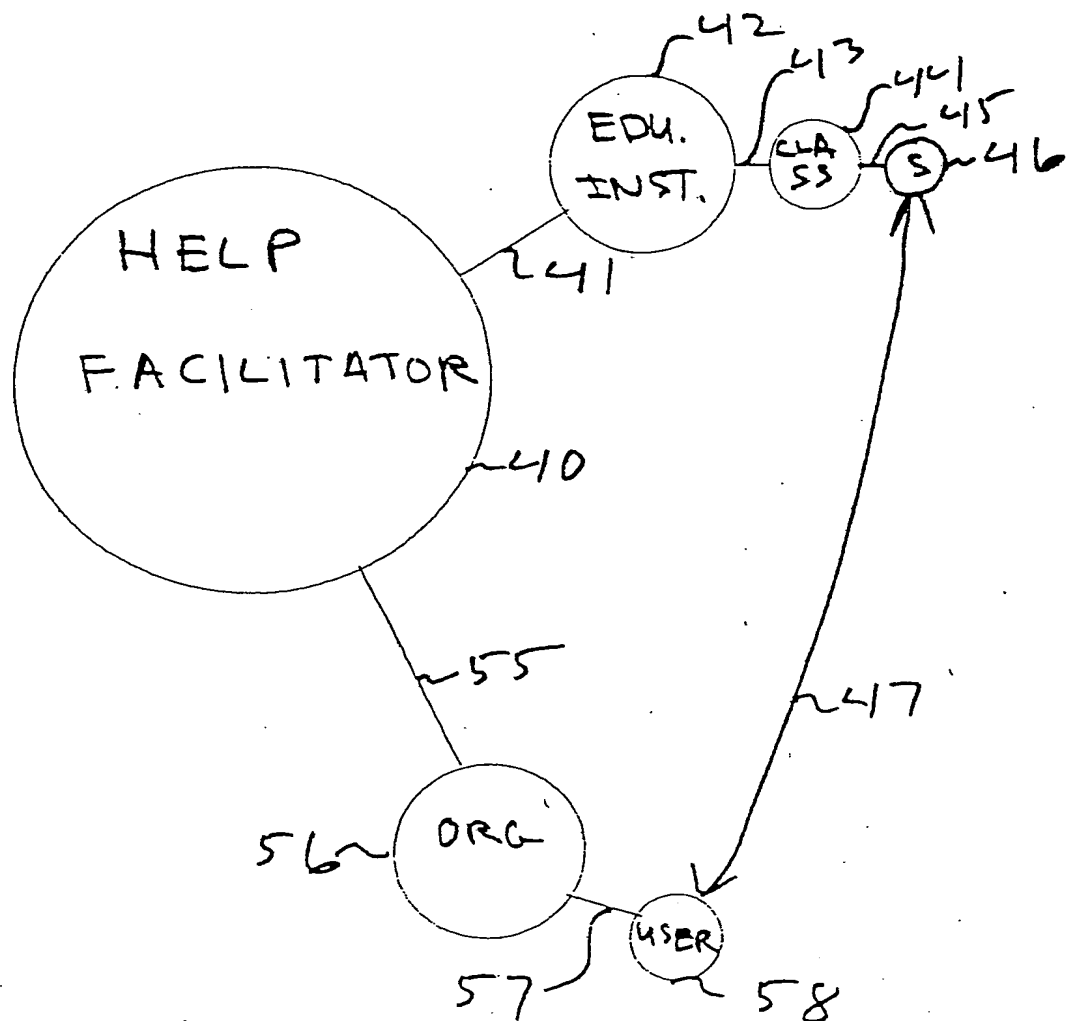


Fig. 3

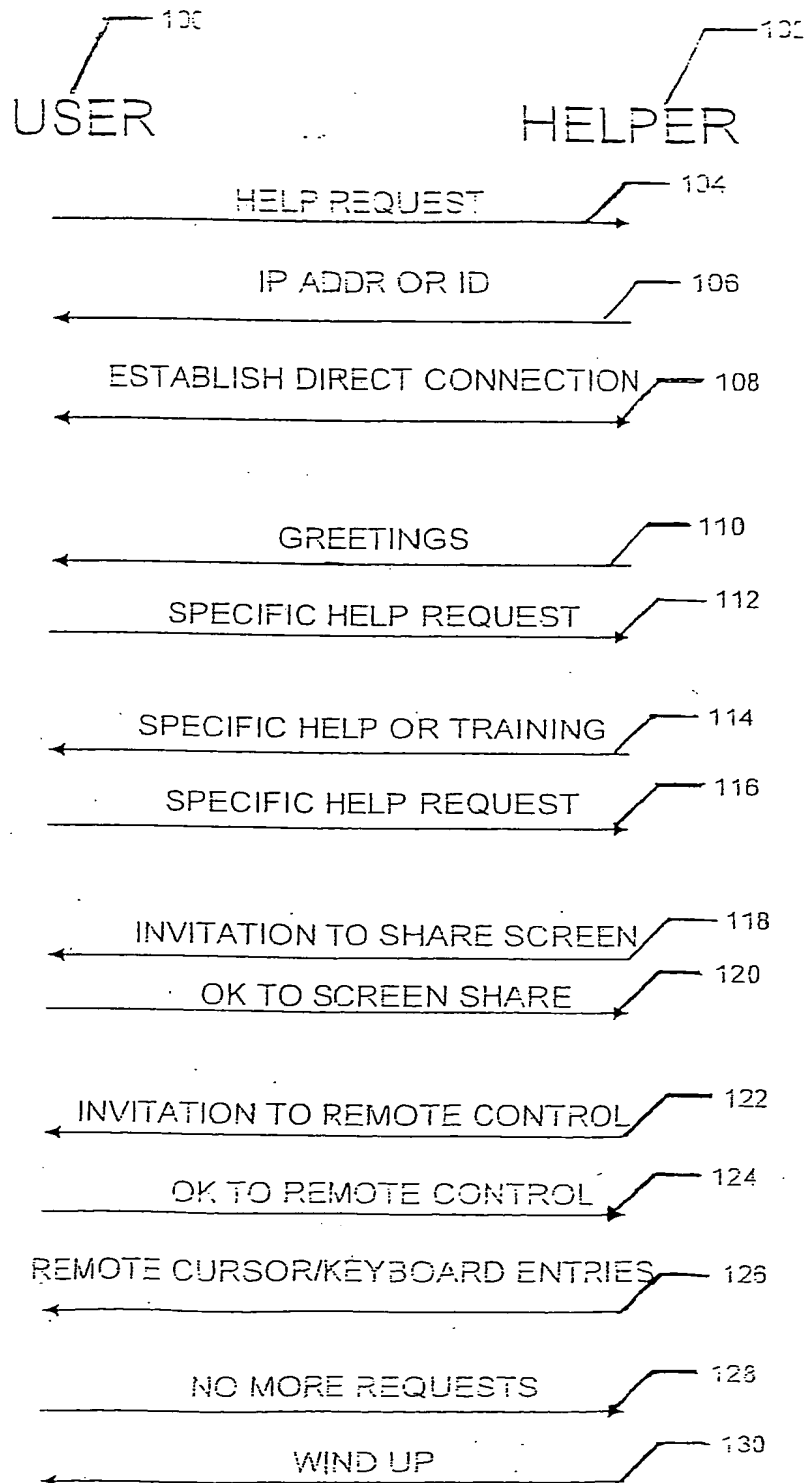


Fig. 4 210 208 202 200

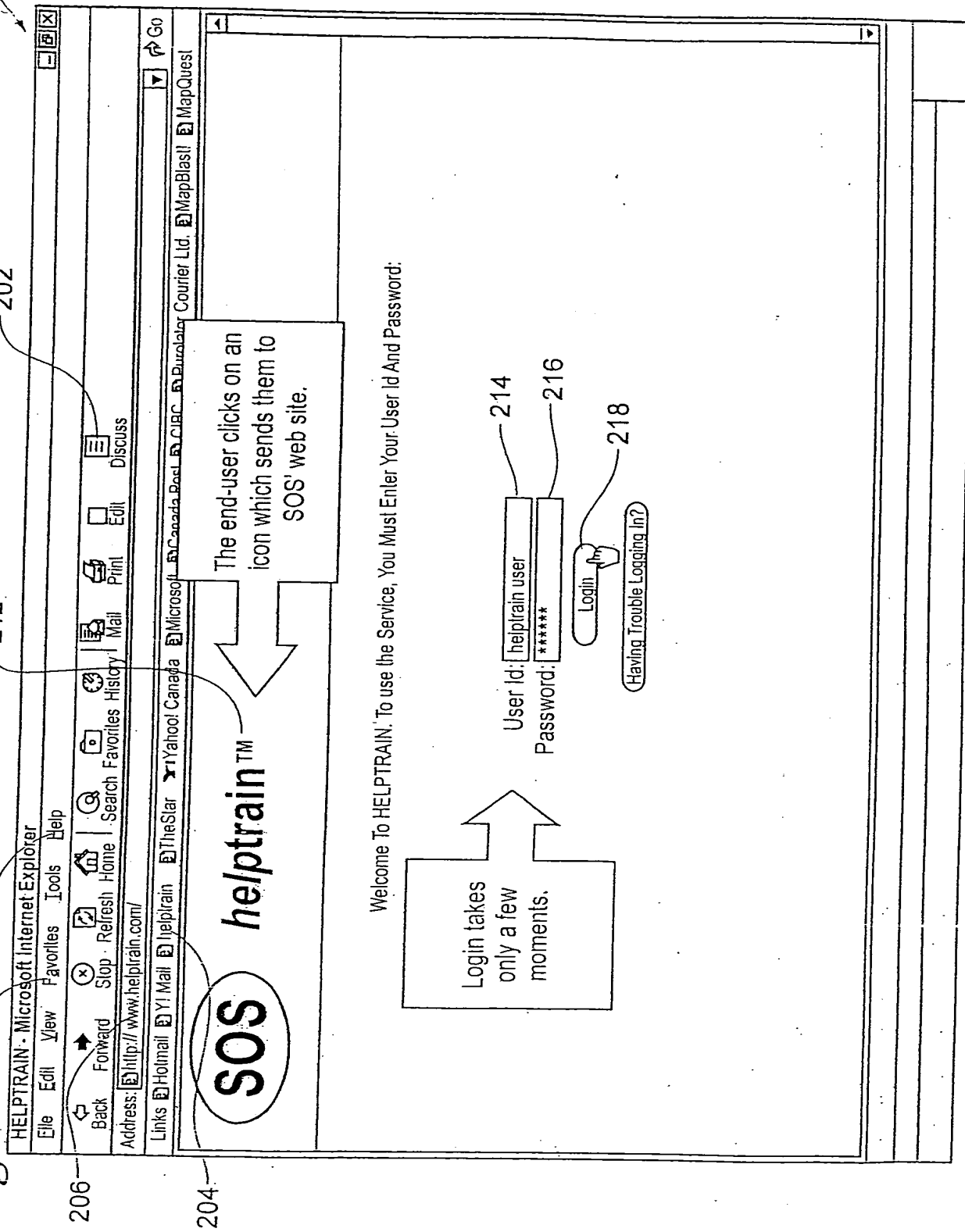


Fig. 5

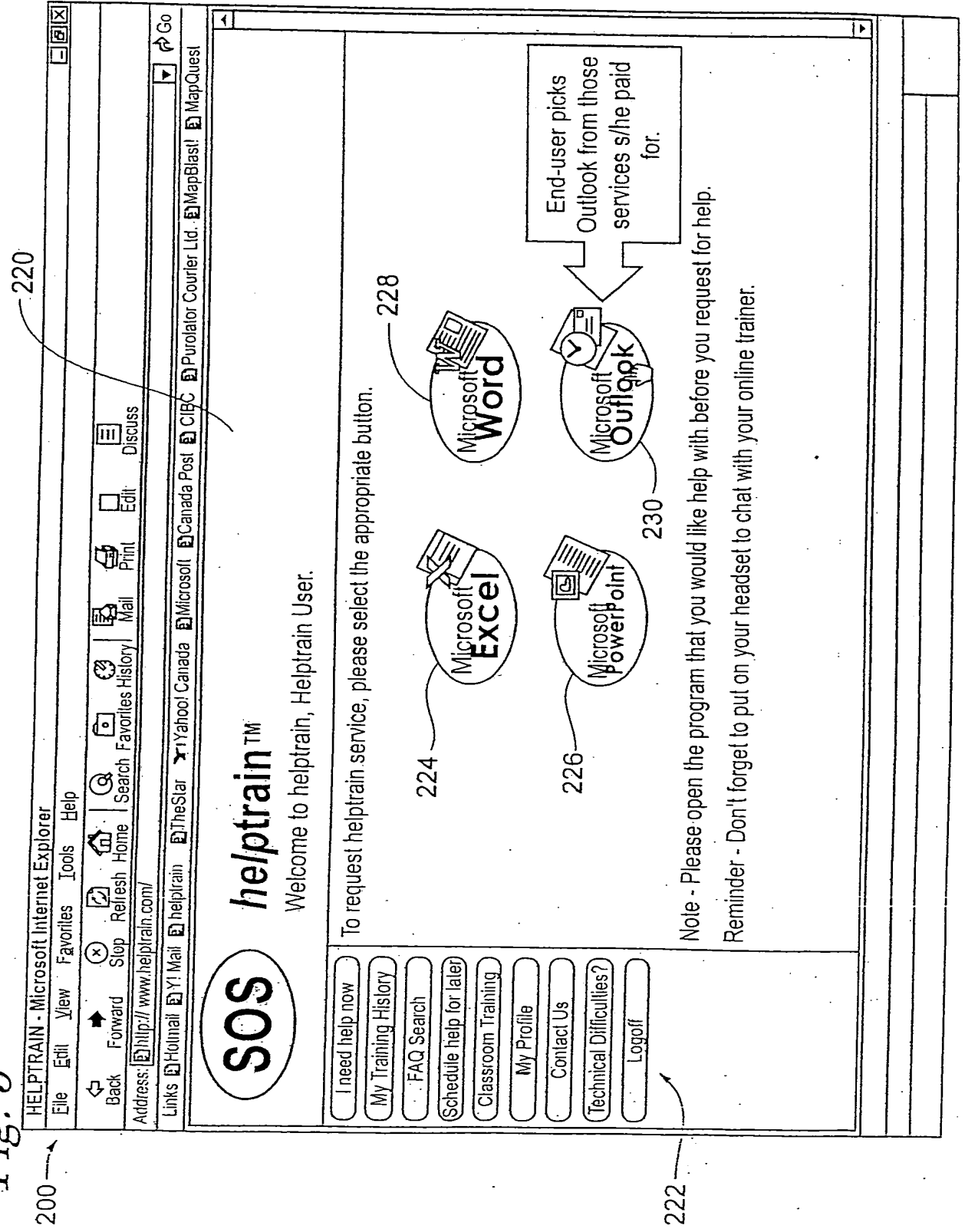


Fig. 6

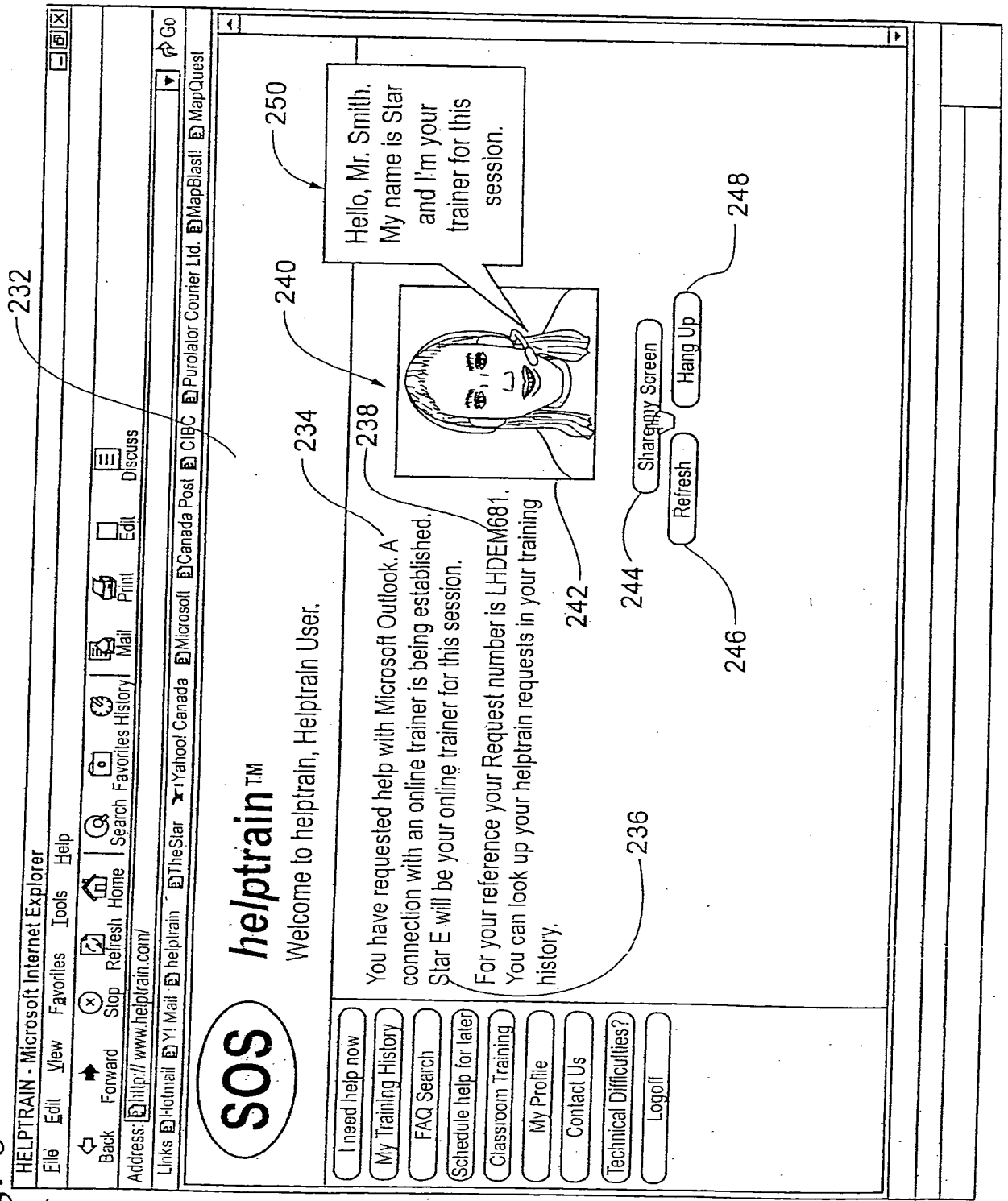


Fig. 7

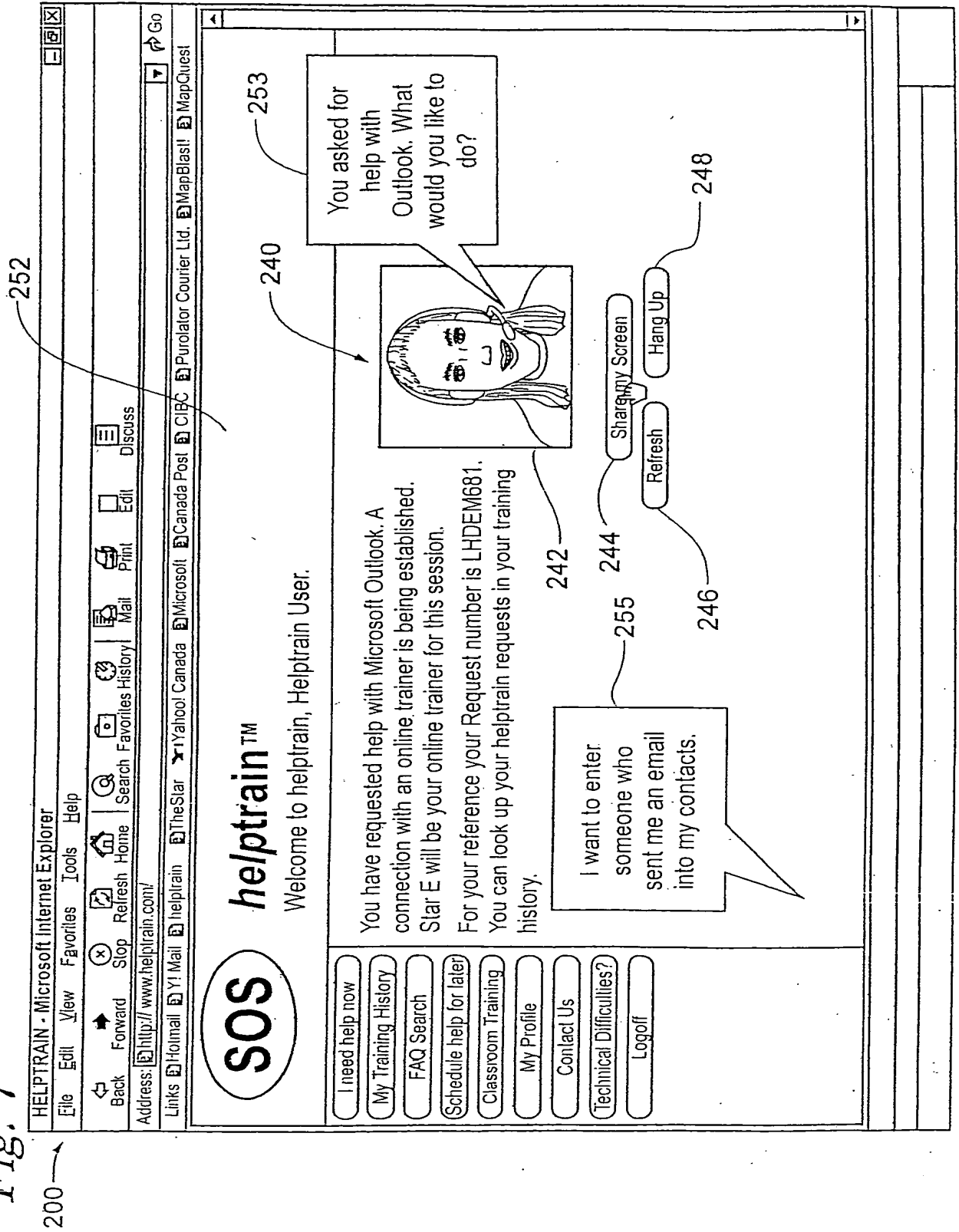




Fig. 8

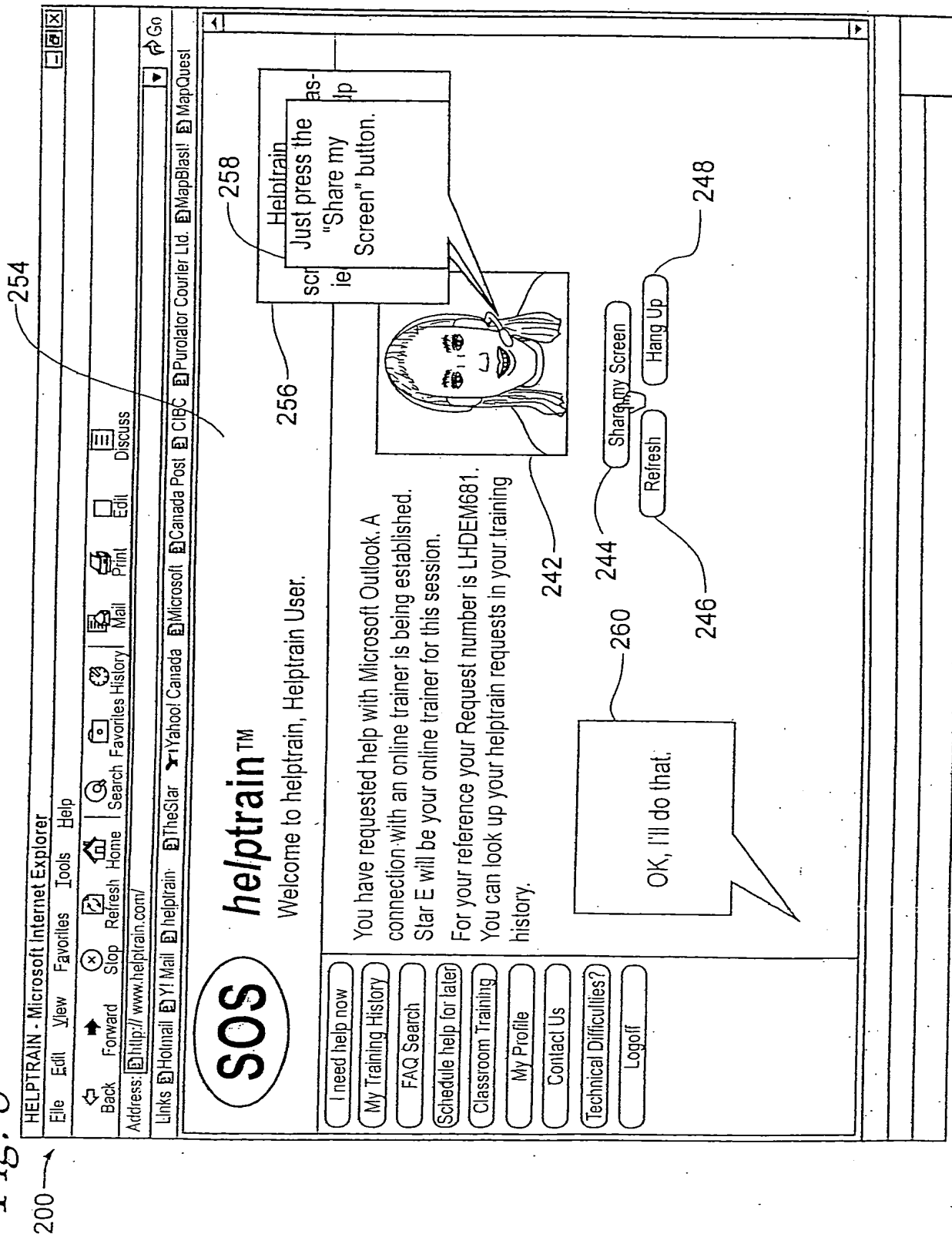


Fig. 9

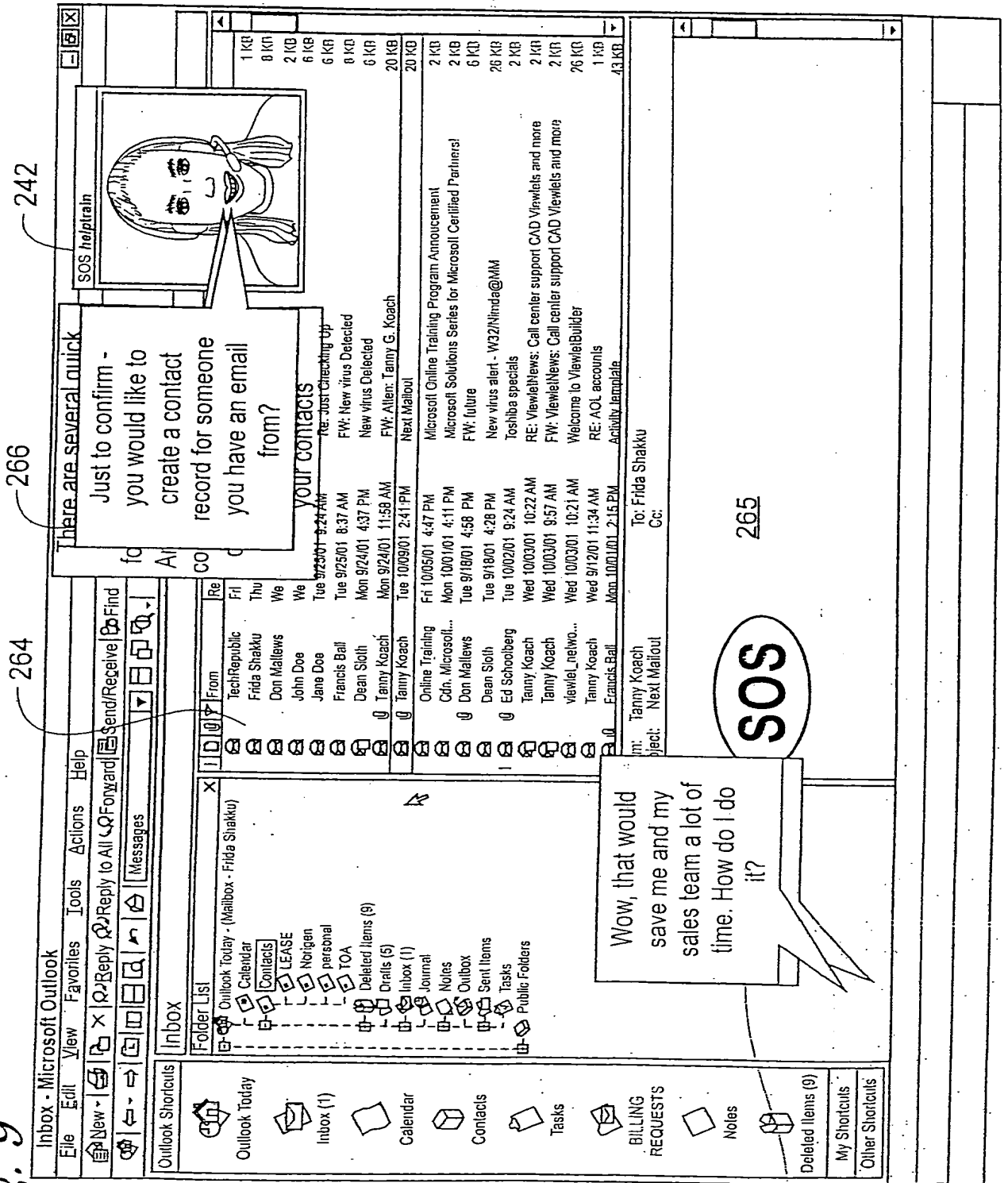


Fig. 10

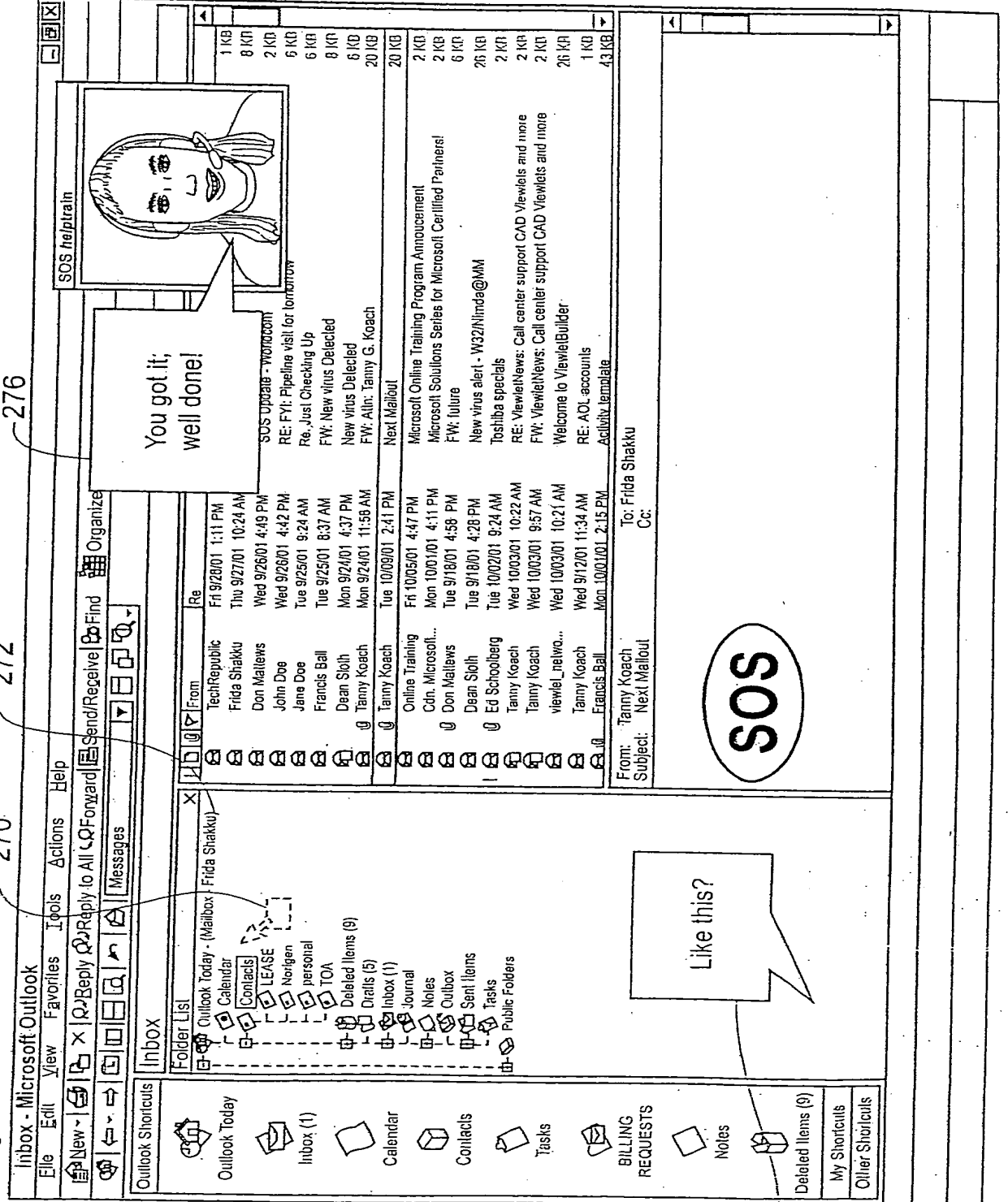


Fig. 11

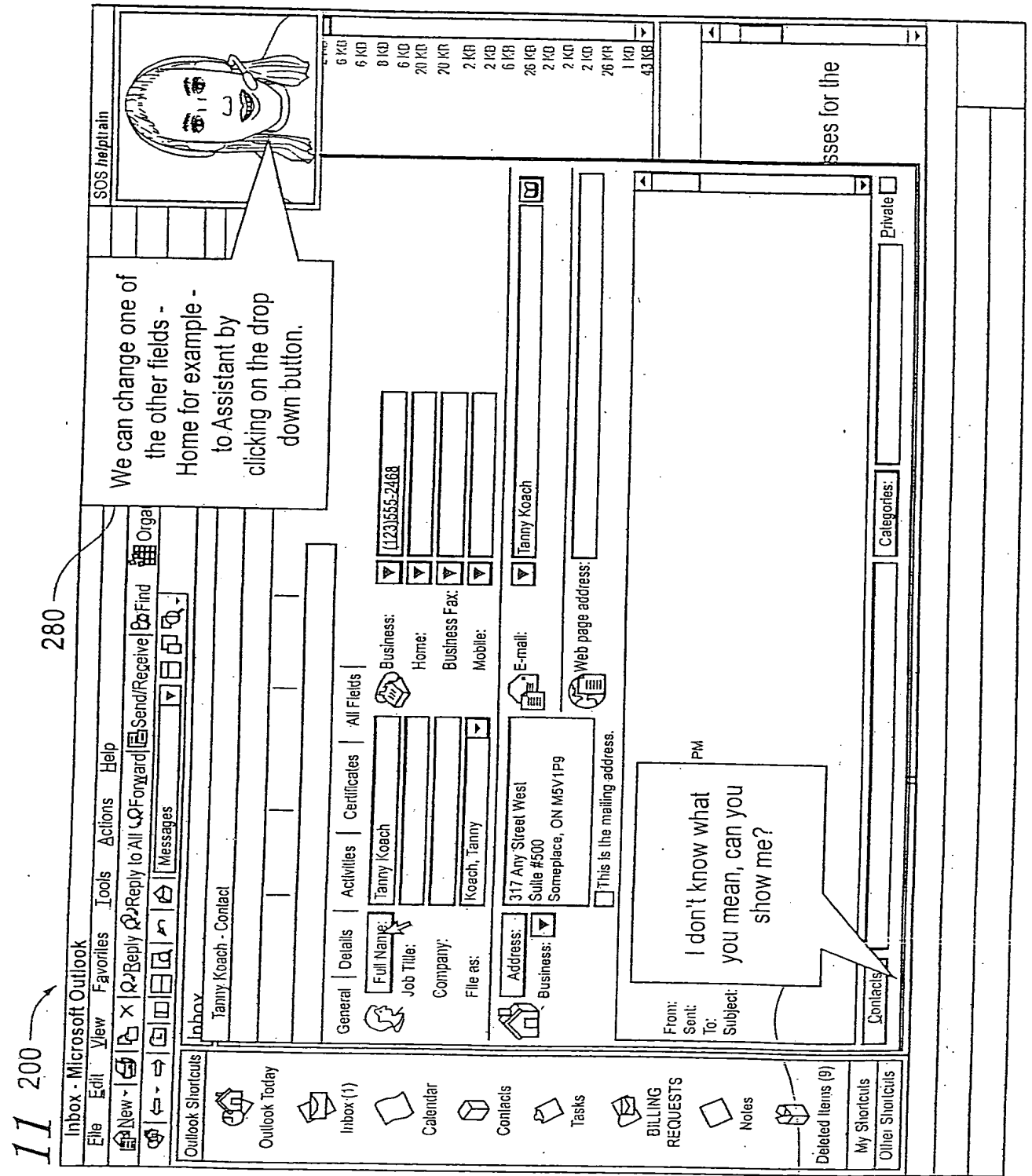


Fig. 12 200

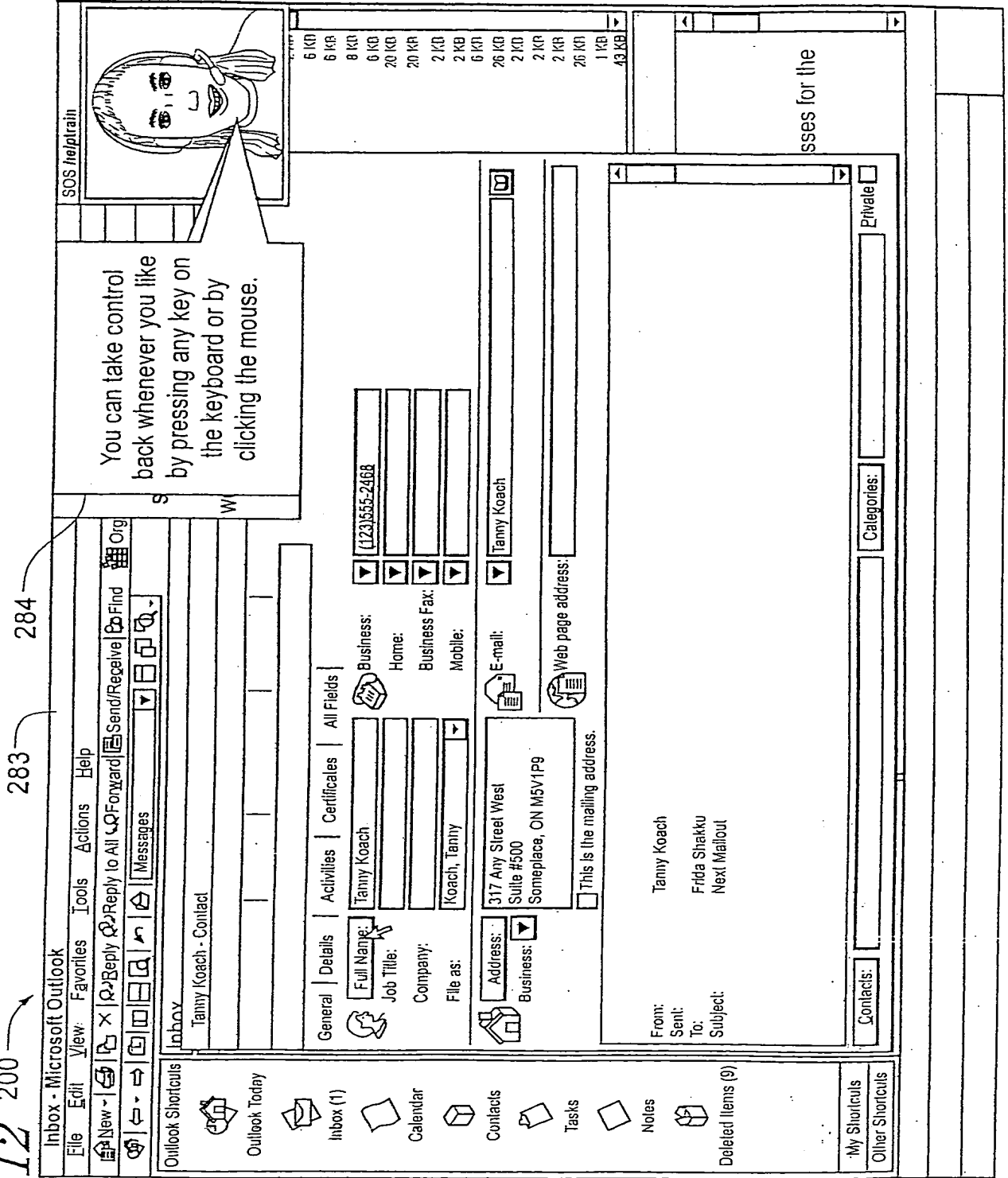


Fig. 13 200

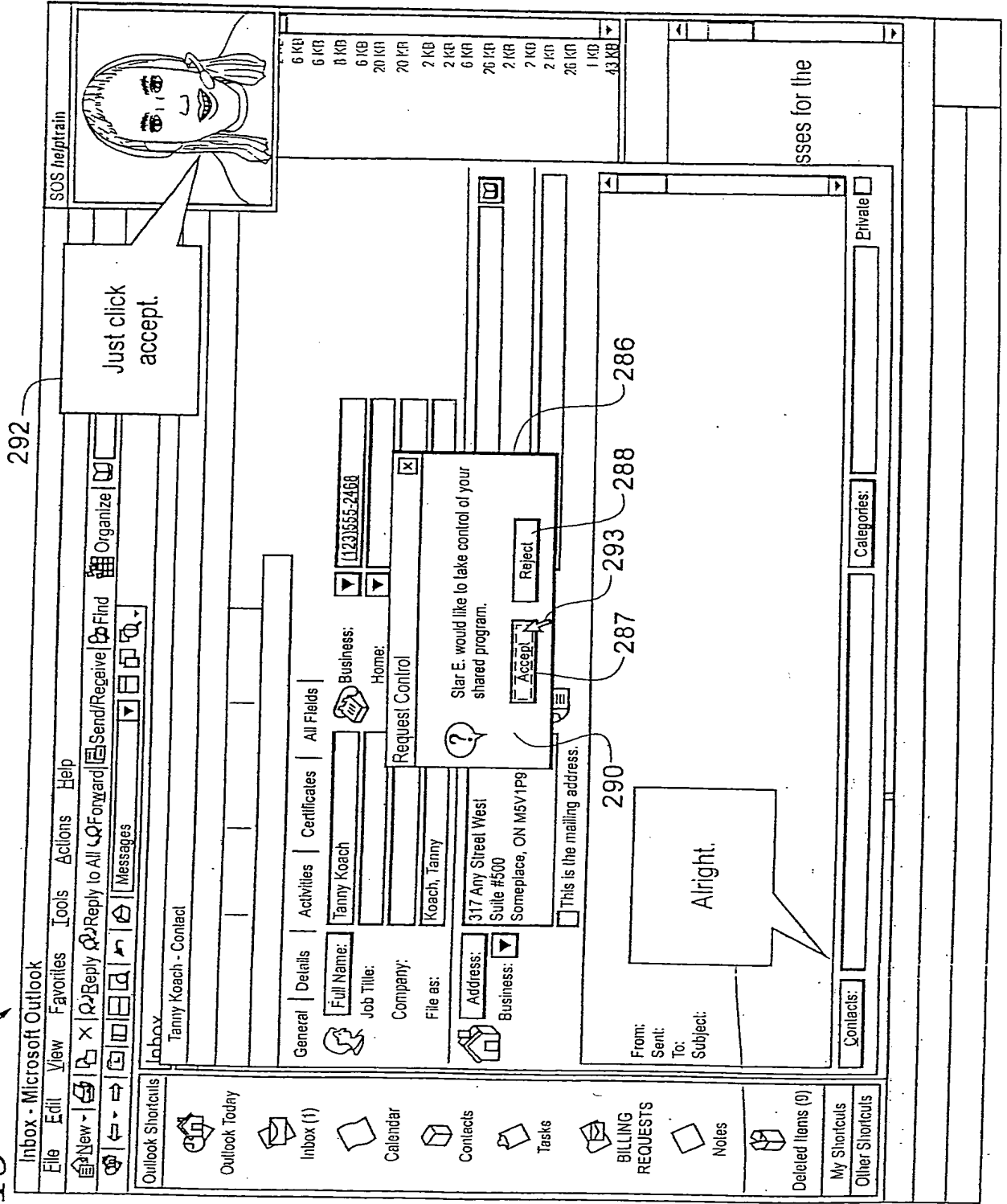


Fig. 14 200

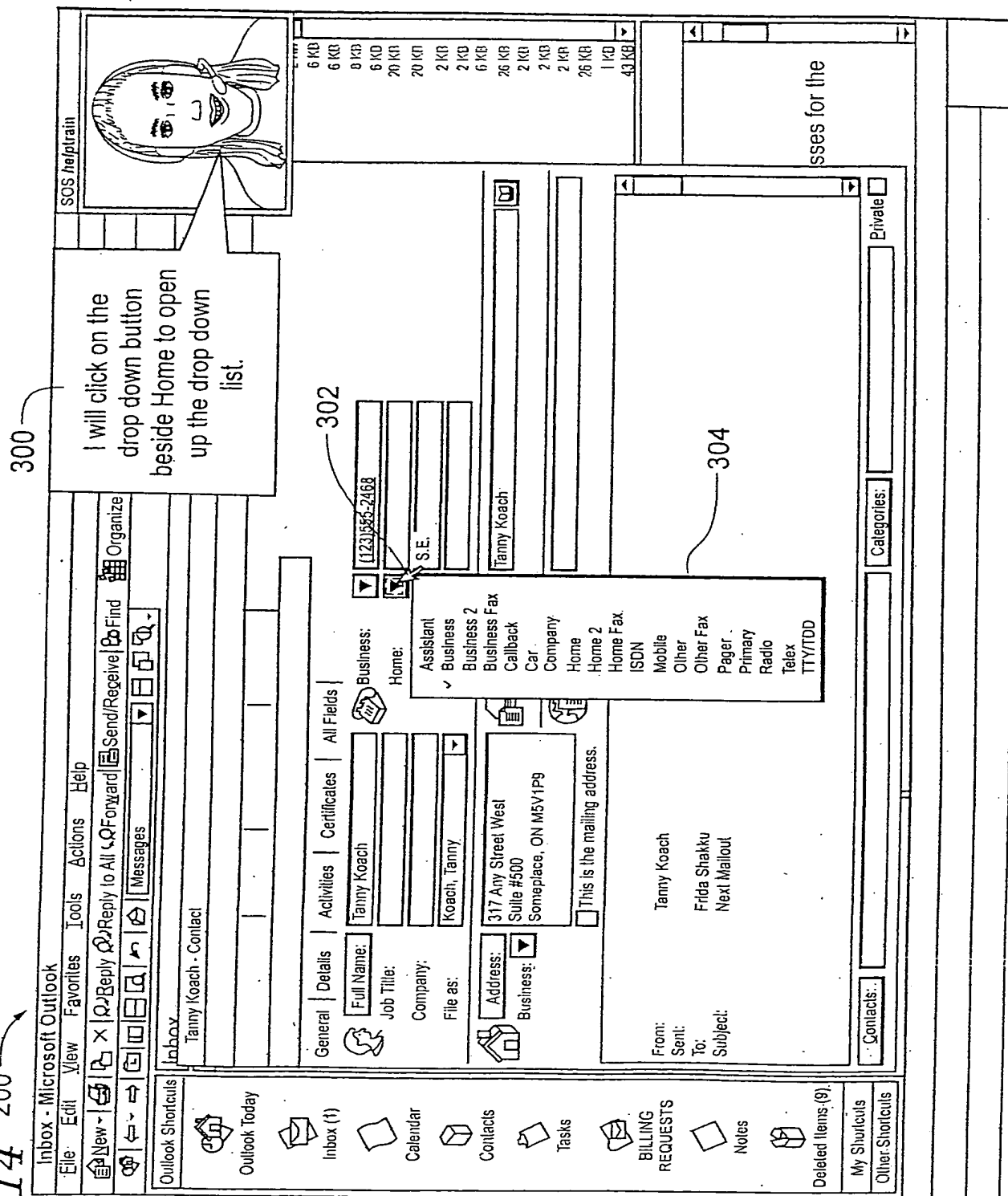
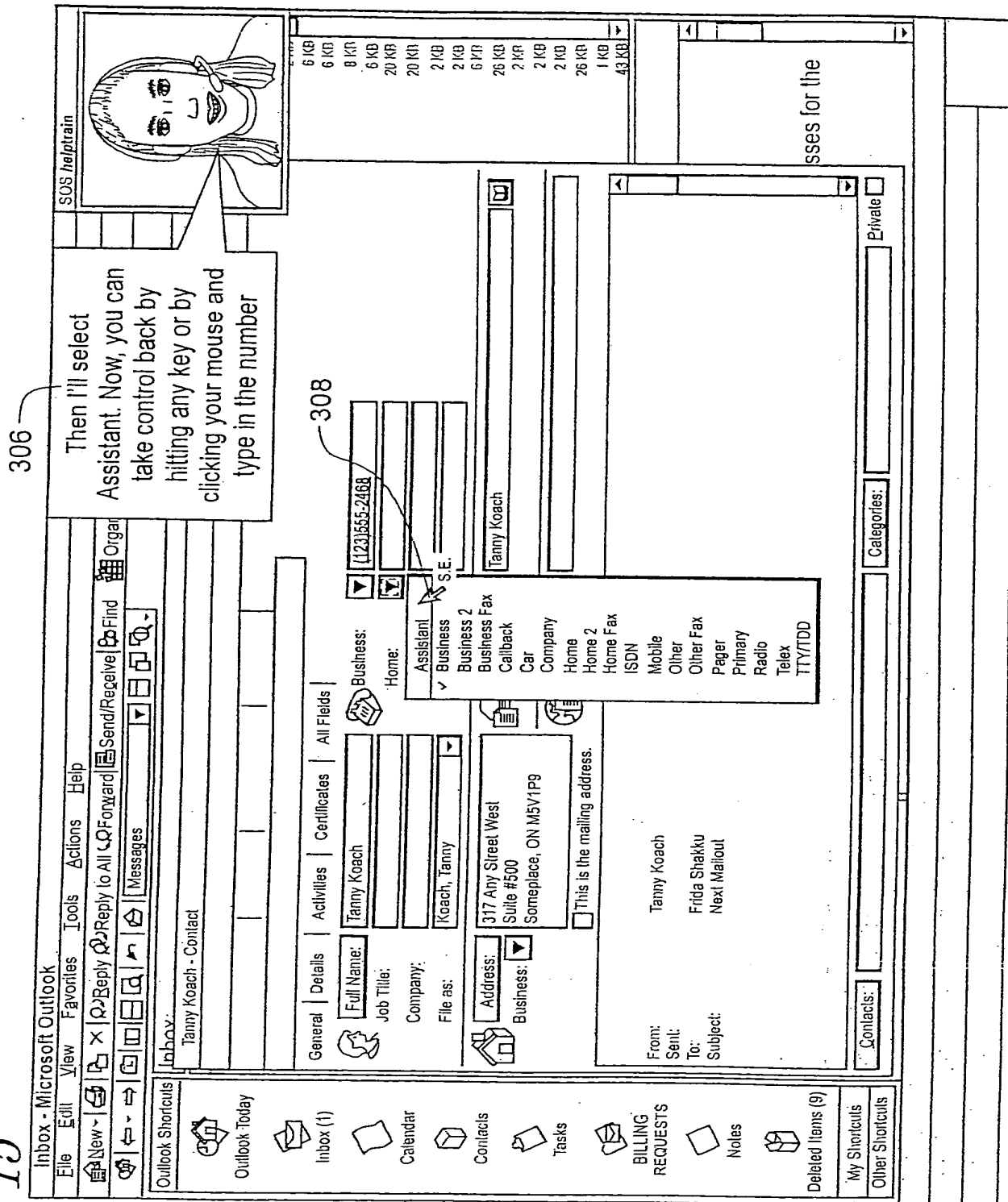


Fig. 15





**Fig. 16**

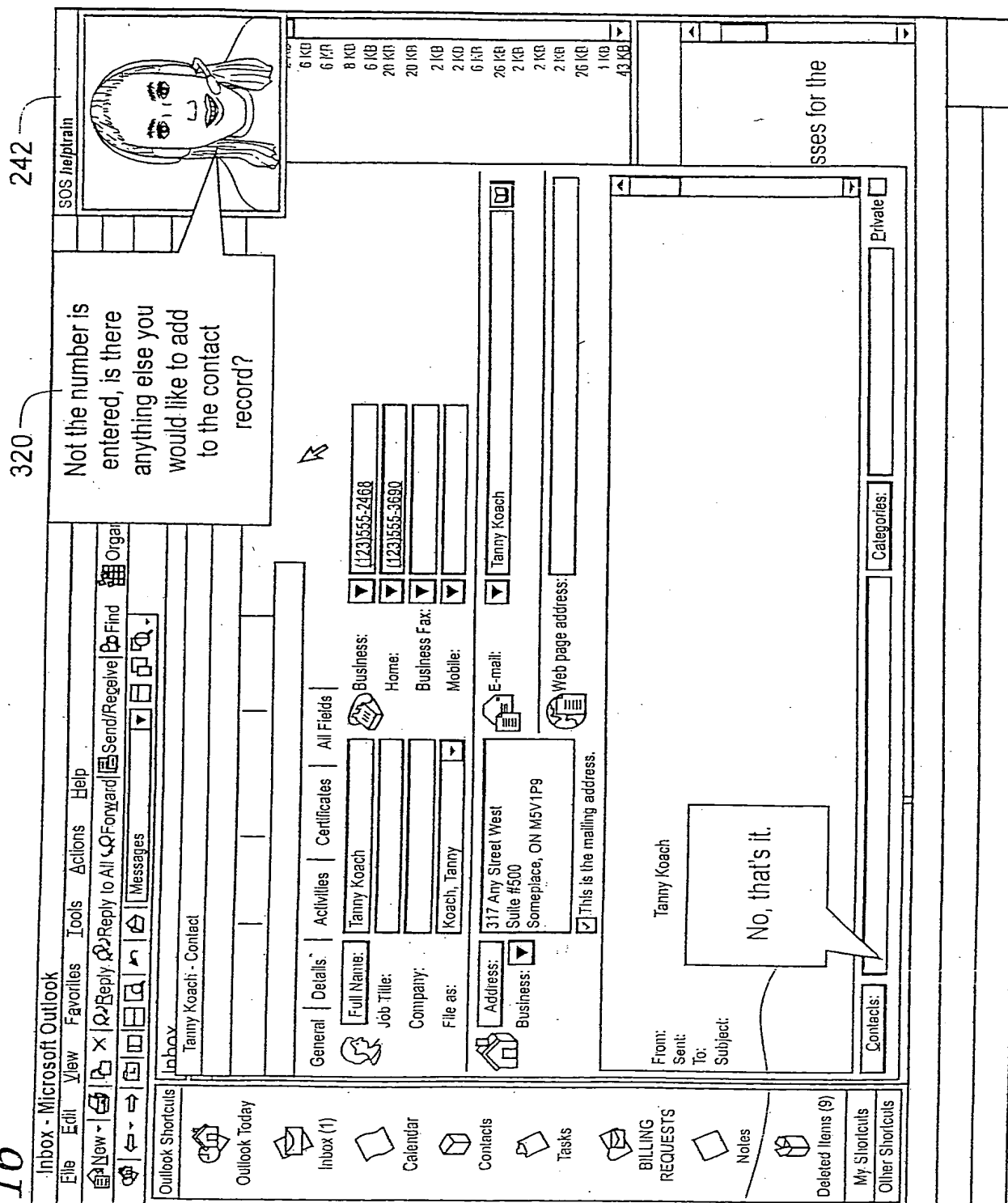
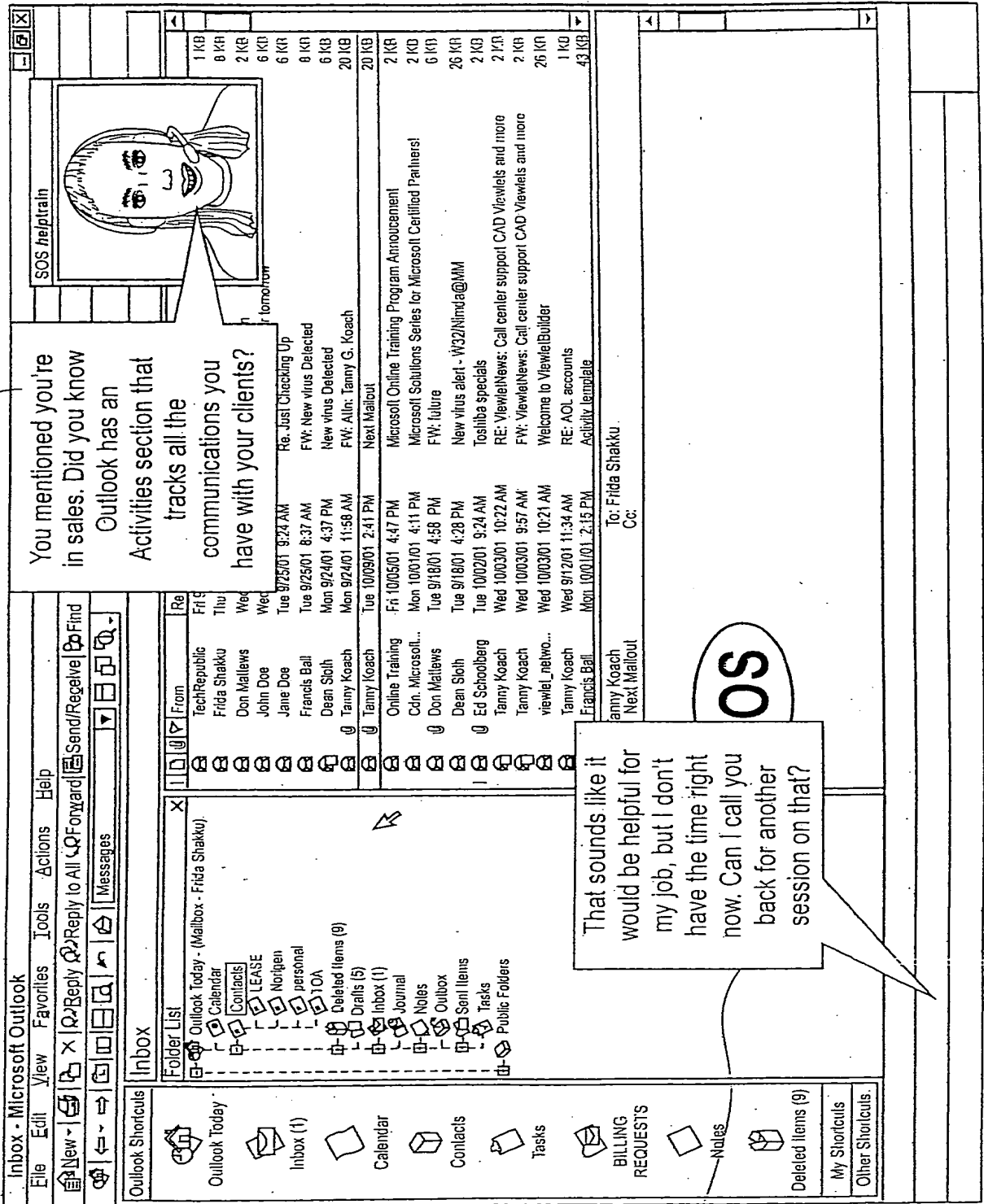


Fig. 17

322



324-

Fig. 18

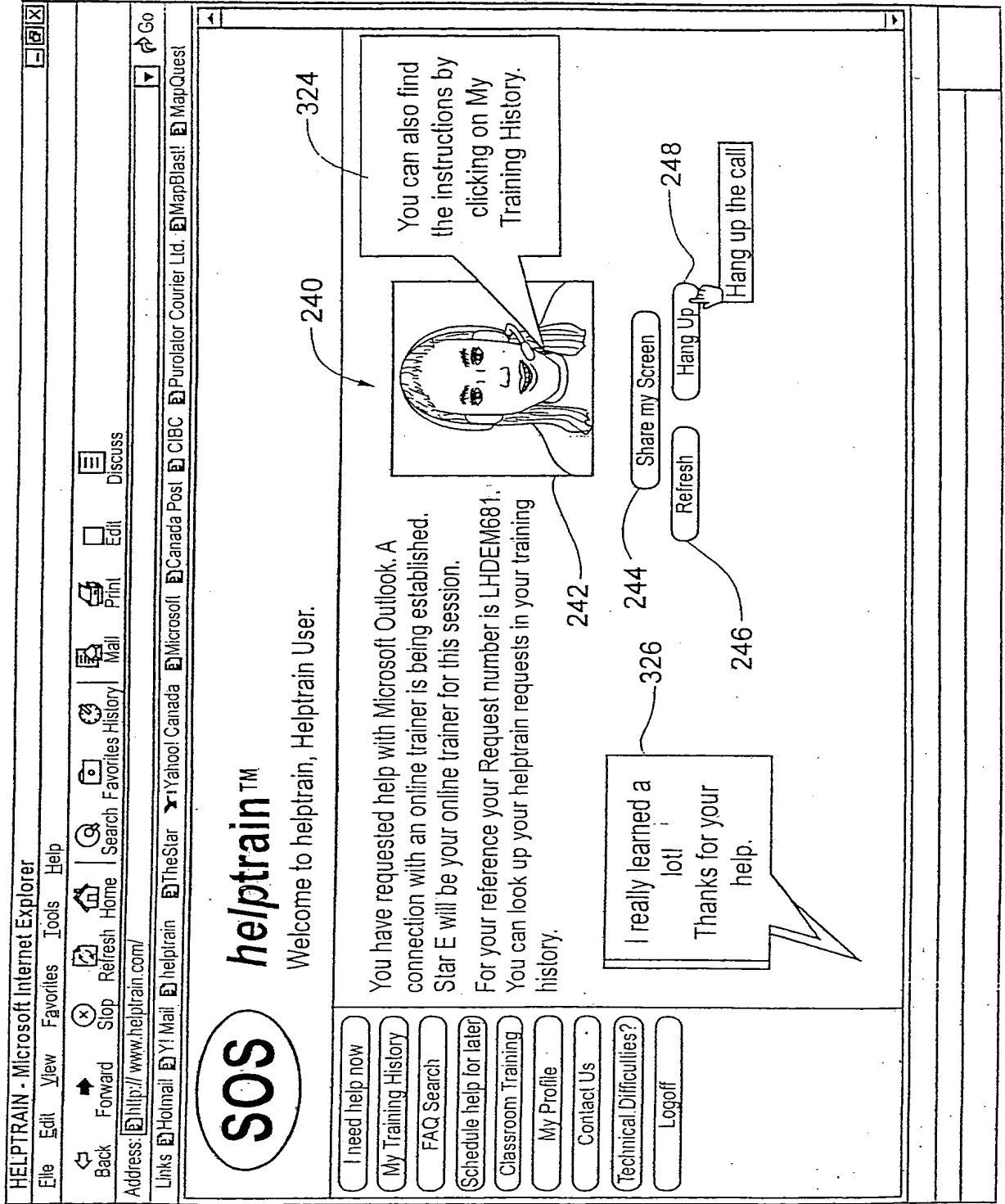


Fig. 19

330

SOS Helptrain

File Edit Configuration Management Tools Window Help

Your Requests

Request	Project
LHDEM617	helptrain SOS
LHDEM625	helptrain SOS
LHDEM626	helptrain SOS
LHDEM627	helptrain SOS
LHDEM685	helptrain SOS

Request Details for helptrain - SOS Demo/SOS - LHDEM685

Total Request Time: 12 min 12 secs

General Tasks Contact Billings SLH Violations

Request Specifics - Request# LHDEM685

Current Status: Video Conference Time Owned By: Star E

Severity: Low Source: Web

Priority: Low External Reference#:

Dates

Open Date: 10/09/2001 16:17:55 Received Date: 10/09/2001 16:17:55

Close Date: Not Specified

Categorization

Category: Microsoft Outlook

Sub Category: Creating Contacts

Outlook 2000 request

How do I create a contact from an e-mail address?

354

He would also like another session to learn about the Activities tab to track his communications with clients.

356

350

352

Cancel OK

Once a call ends, the trainer selects a products and subcategory (the feature) covered and enters text which captures the specifics and "essence" of a call.

Category	Received Date
neous	06/01/2001 09.
neous	06/14/2001 14.
neous	06/14/2001 16.
neous	06/14/2001 16.
neous	06/09/2001 16.

Fig. 20

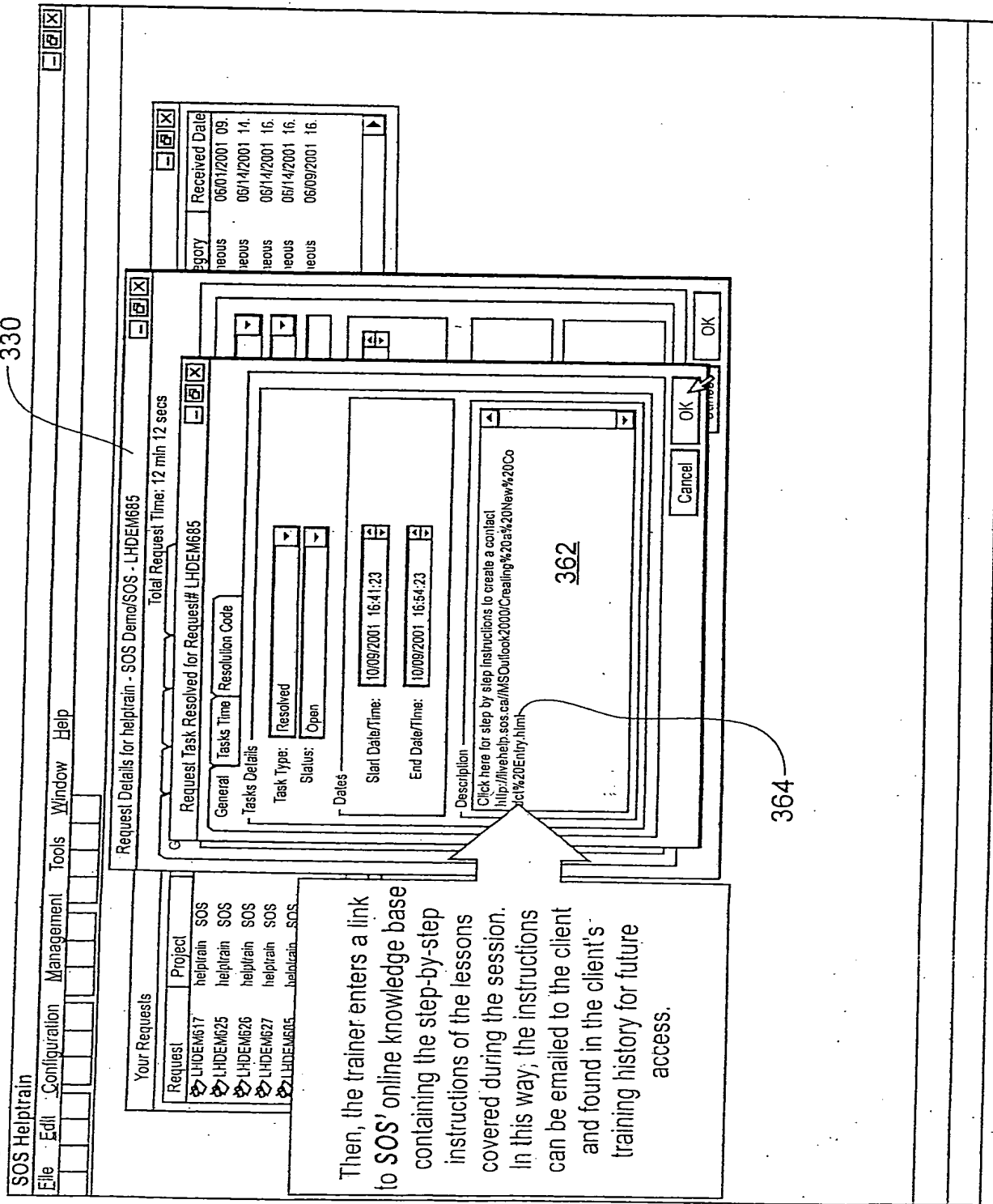


Fig. 21

HELPTRAIN - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address: http://www.helptrain.com/ Go

SOS

helptrain™

Welcome to helptrain, Helptrain User.

I need help now

My Training History

FAQ Search

Schedule help for later

Classroom Training

My Profile

Contact Us

Technical Difficulties

Logoff

Please click on "Request #" to see more information about a specific livehelp session

Service Date	Request#	Program	Sub Category	Description
10/09/2001 16:41	LHDEM685	Microsoft Outlook	Creating Contacts	Outlook 2000 request How do I create a contact from an email address?
10/09/2001 16:11		Microsoft Outlook	Miscellaneous	Photoshop request
10/09/2001		Microsoft Outlook	Miscellaneous	Photoshop request
		Microsoft Outlook	Miscellaneous	Photoshop request
		Microsoft Outlook	Miscellaneous	Outlook request
10/04/14:17				Excel request
10/03/16:10				Excel request
10/03/15:59	LHDEM676	Microsoft Excel	Miscellaneous	Excel request
10/03/01 15:50	LHDEM675	Microsoft Excel	Miscellaneous	Excel request

Clicking on a request number will show more information about the training session.

Your profile contains a history of all your helptrain™ training sessions

370

372 374 376 378 379

Fig. 22

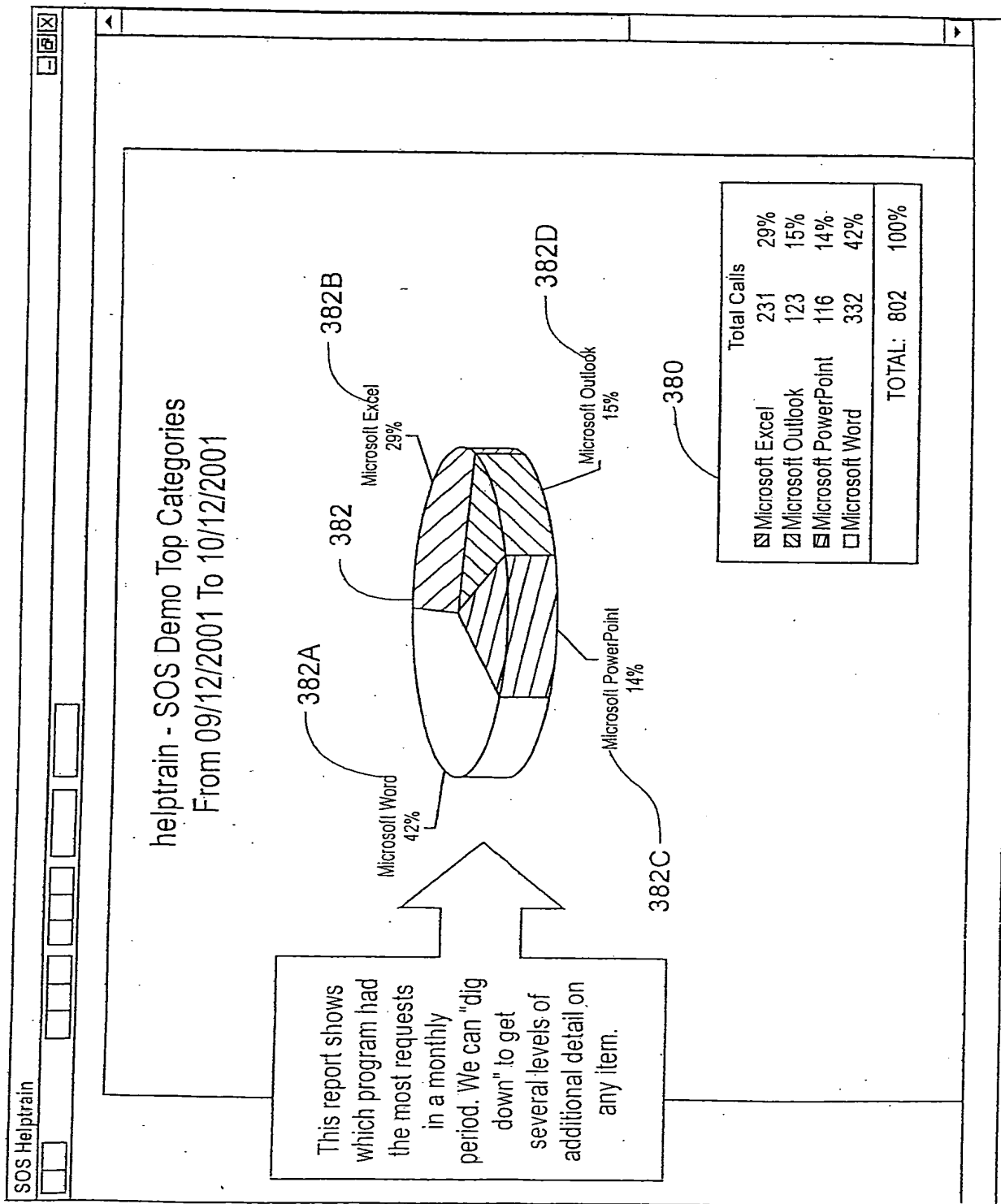


Fig. 23

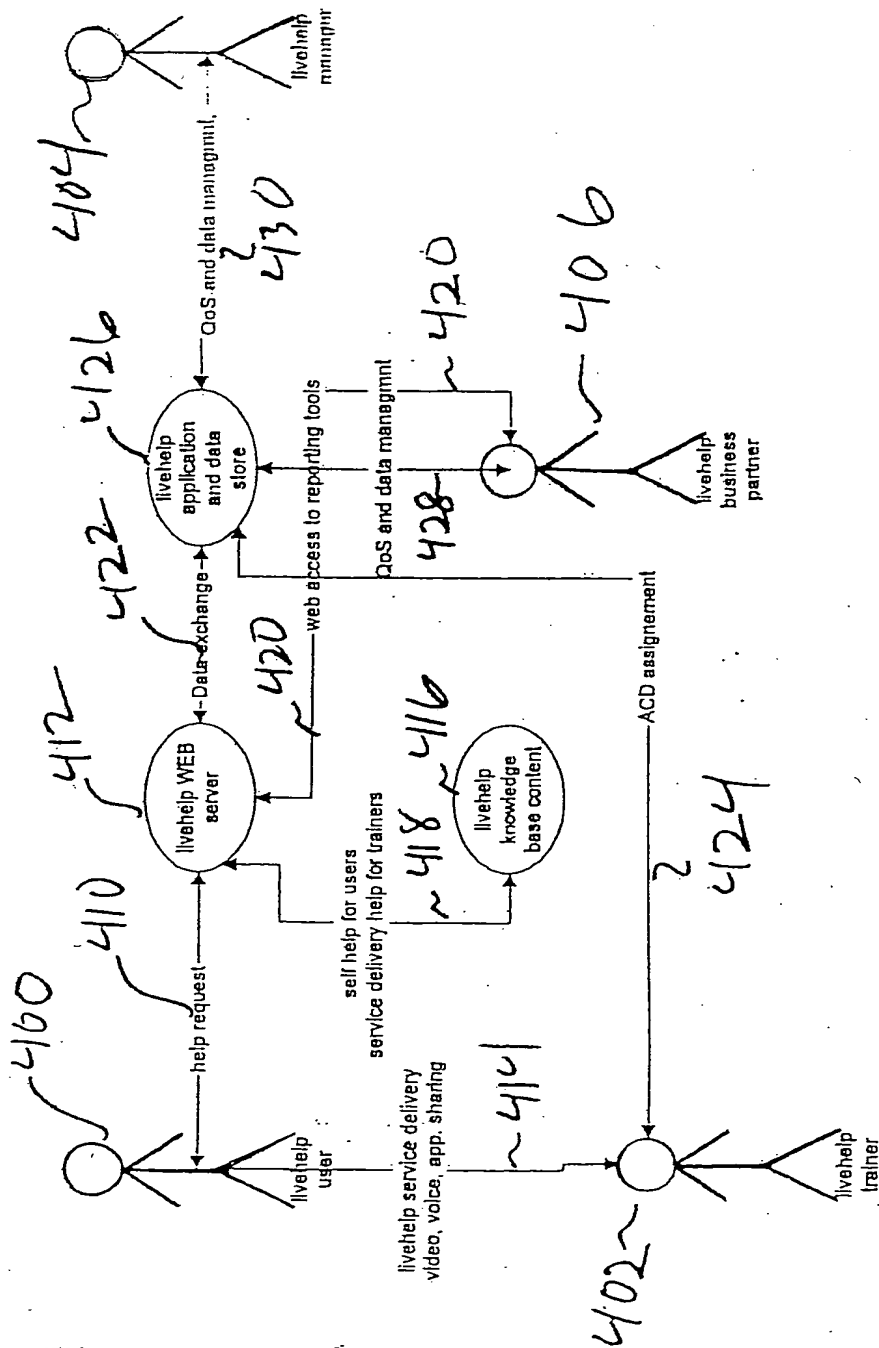




Fig. 24

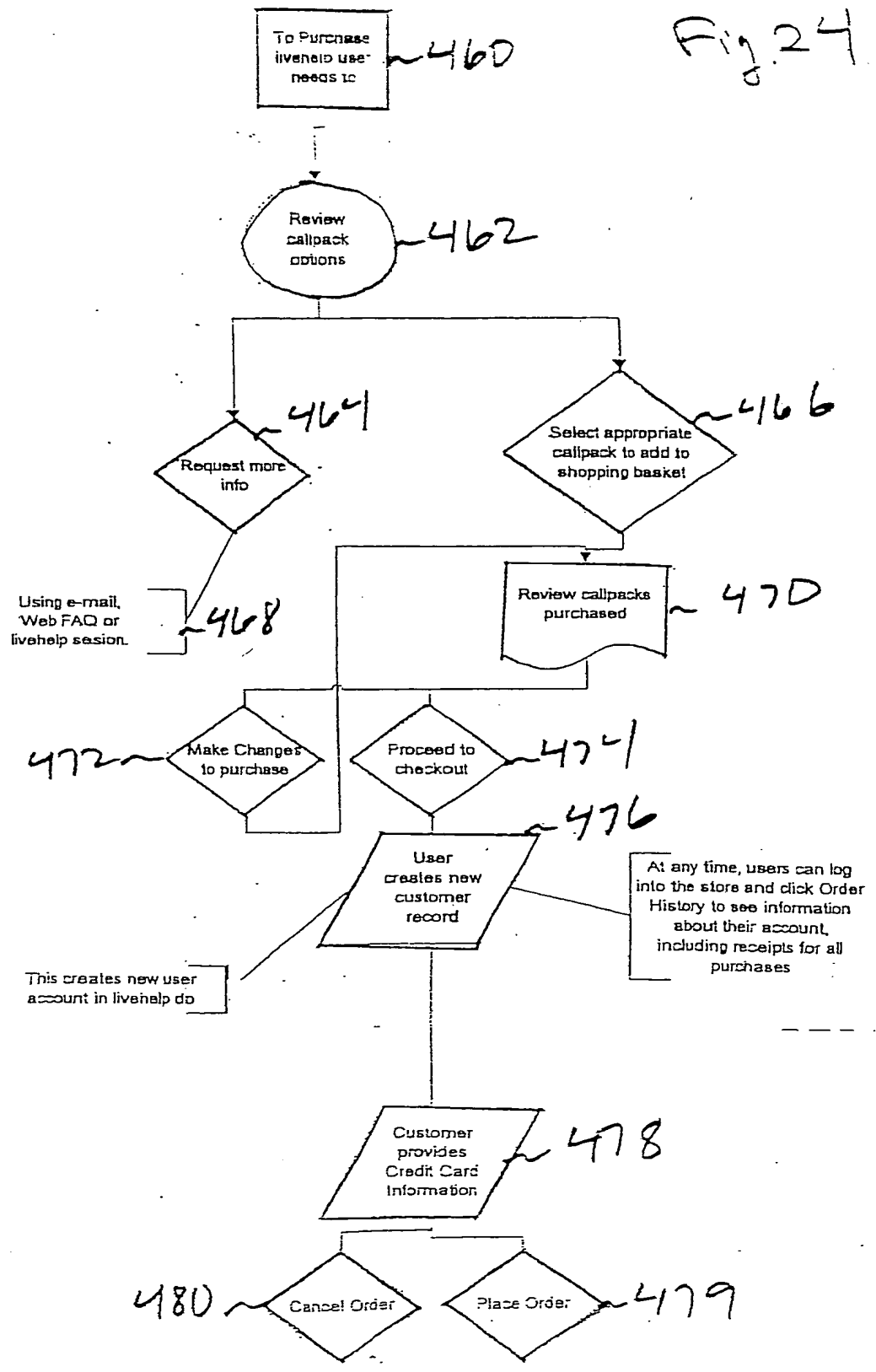
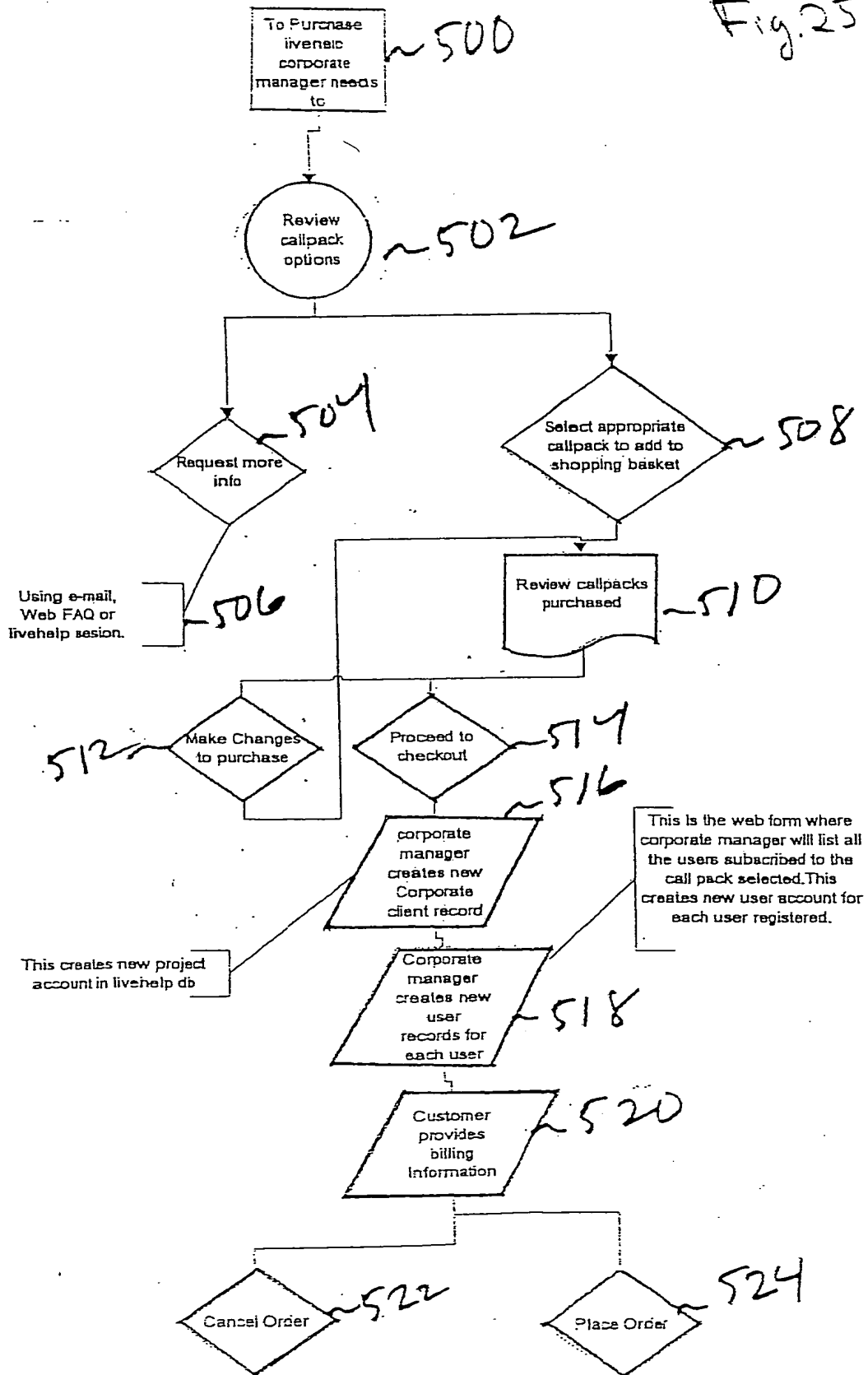


Fig. 25



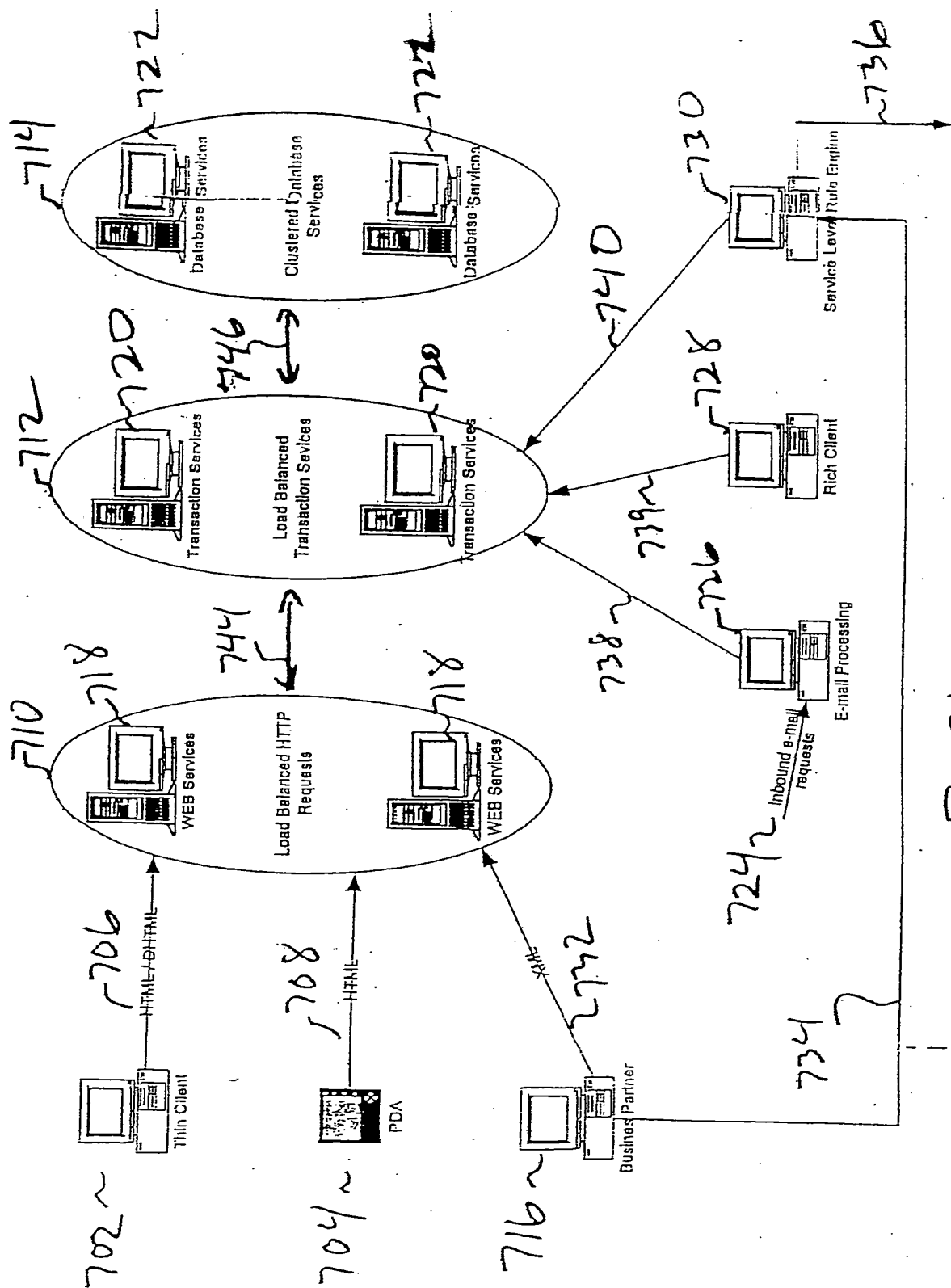


Fig. 26

Handwritten /  
Messaging (Call Placing,  
Page, Blackbody)

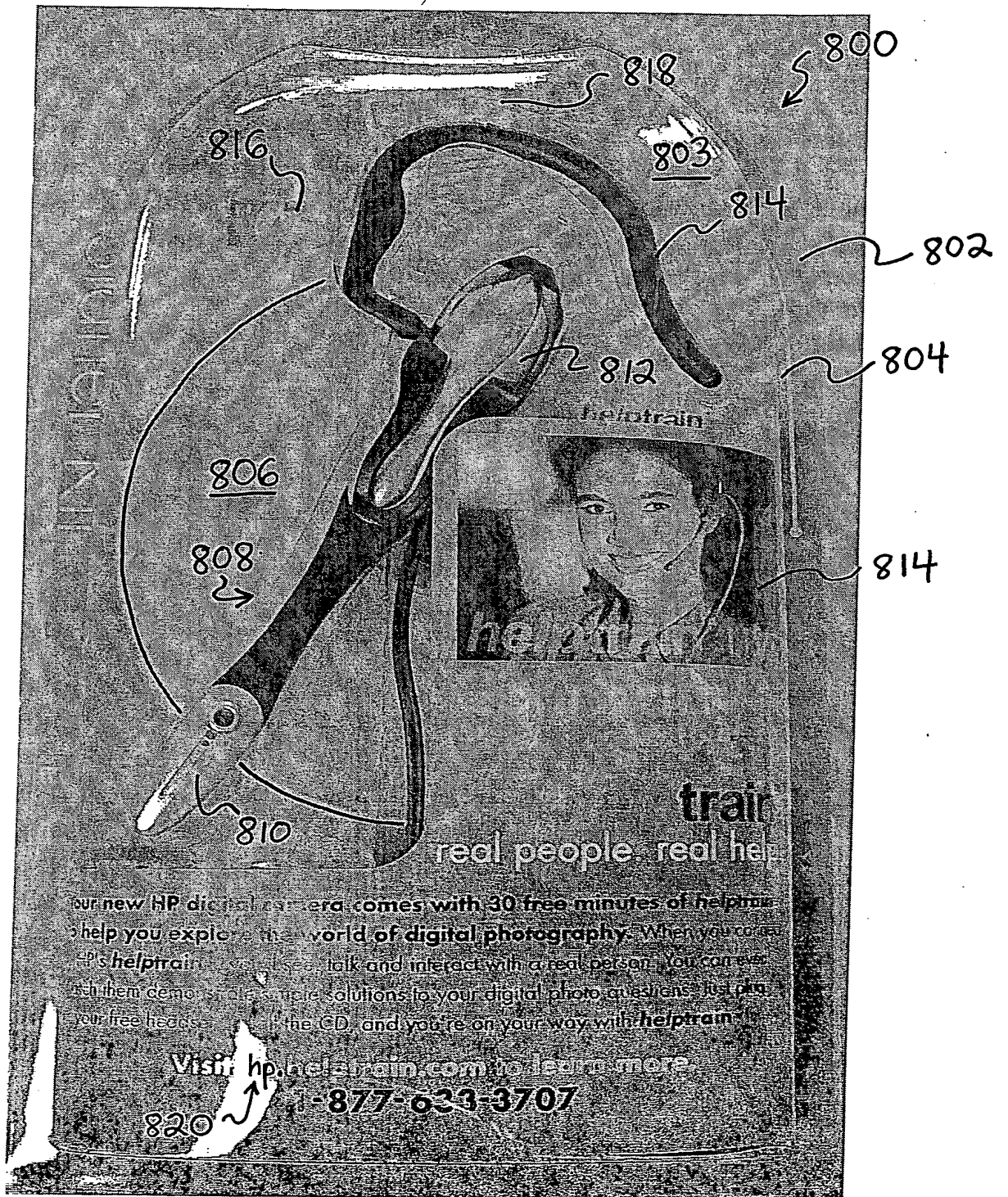


FIG. 27

**1-877-NEED-SOS**  
1-877-633-3707

**What do I need to connect to helptrain™?**  
Any PC under 5 years old should do the trick, as long as it has Windows, sound and Internet access. Specifically, you need:

- A Pentium III processor or better
- MS Windows 98, NT, Me, 2000 or XP
- At least 64MB of RAM
- A full Duplex sound card
- A network card
- High-speed Internet access is recommended

**How to connect to helptrain™**

- 836 Plug your new headset into your PC.
- 838 Insert the included CD and follow the prompts to connect to helptrain™.
- 840 Discuss with a helptrainer how to turn average shots into keepers, email pictures to friends, edit & print your photos.

If you have any trouble connecting to helptrain™, feel free to call our friendly support staff at:

**1-877-NEED-SOS** 1-877-633-3707  
Mon - Sun 8:00am - midnight

**hp** **helptrain™**  
real people. real help.

FIG. 28

FIG. 29A

# HP helptrain CD

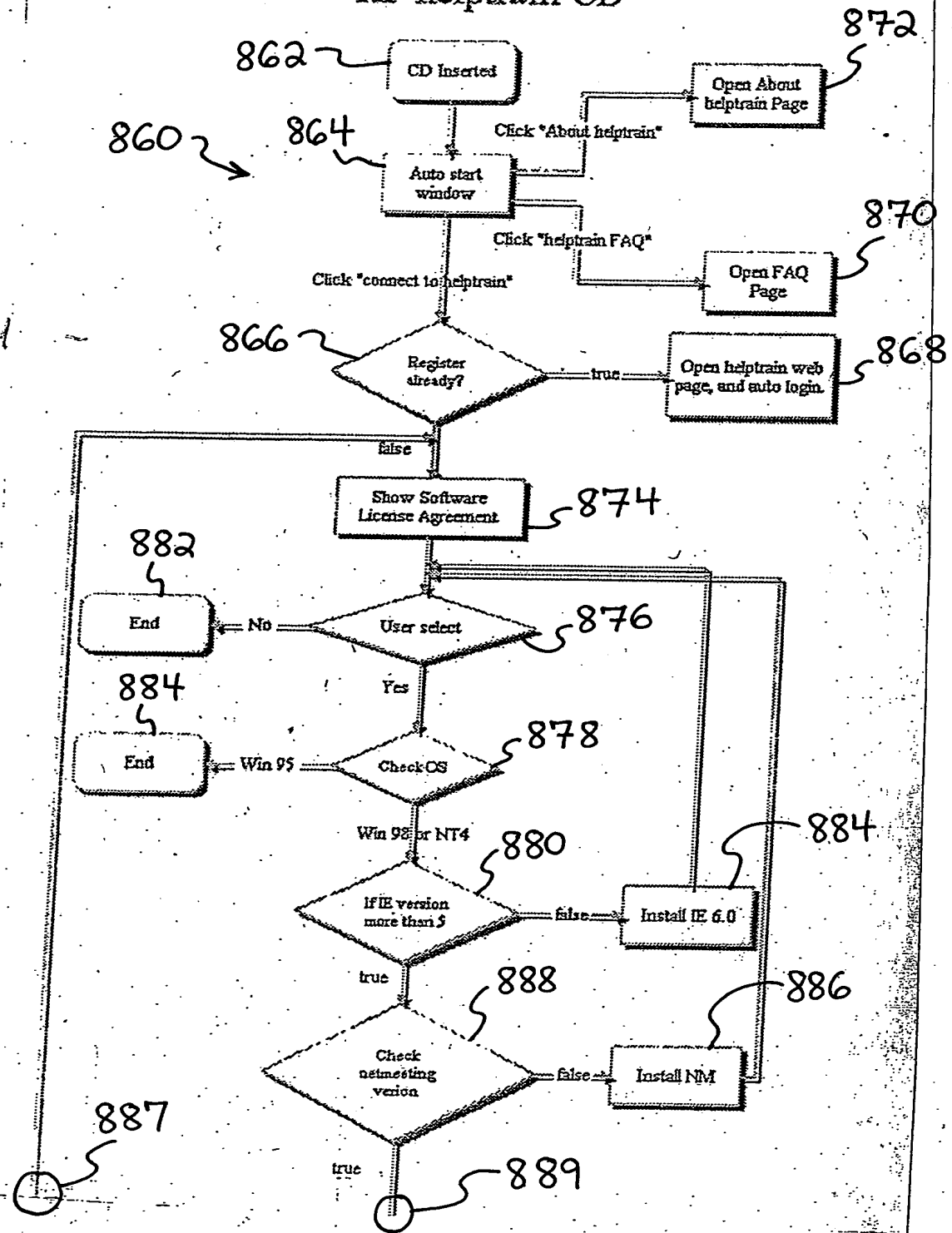
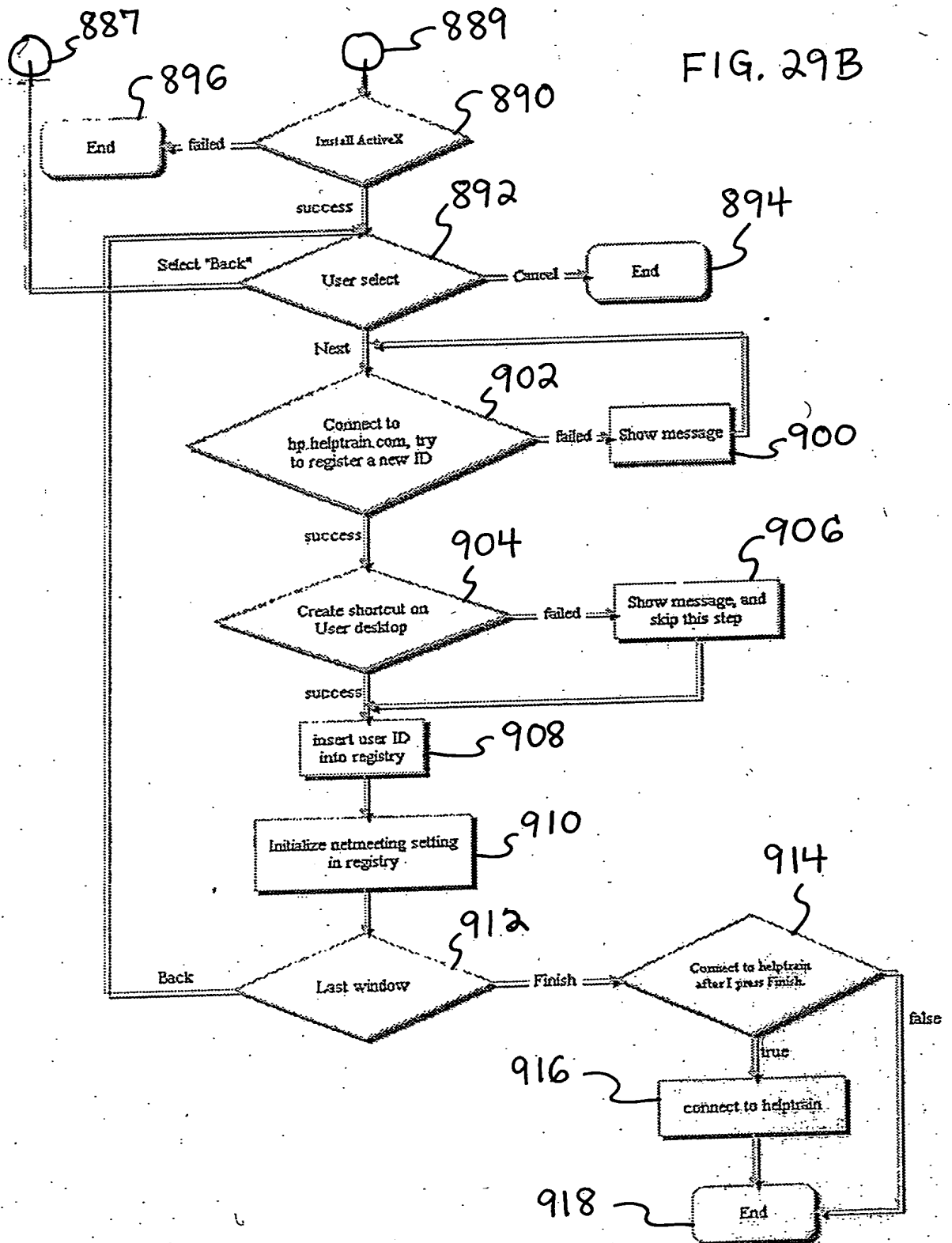


FIG. 29B



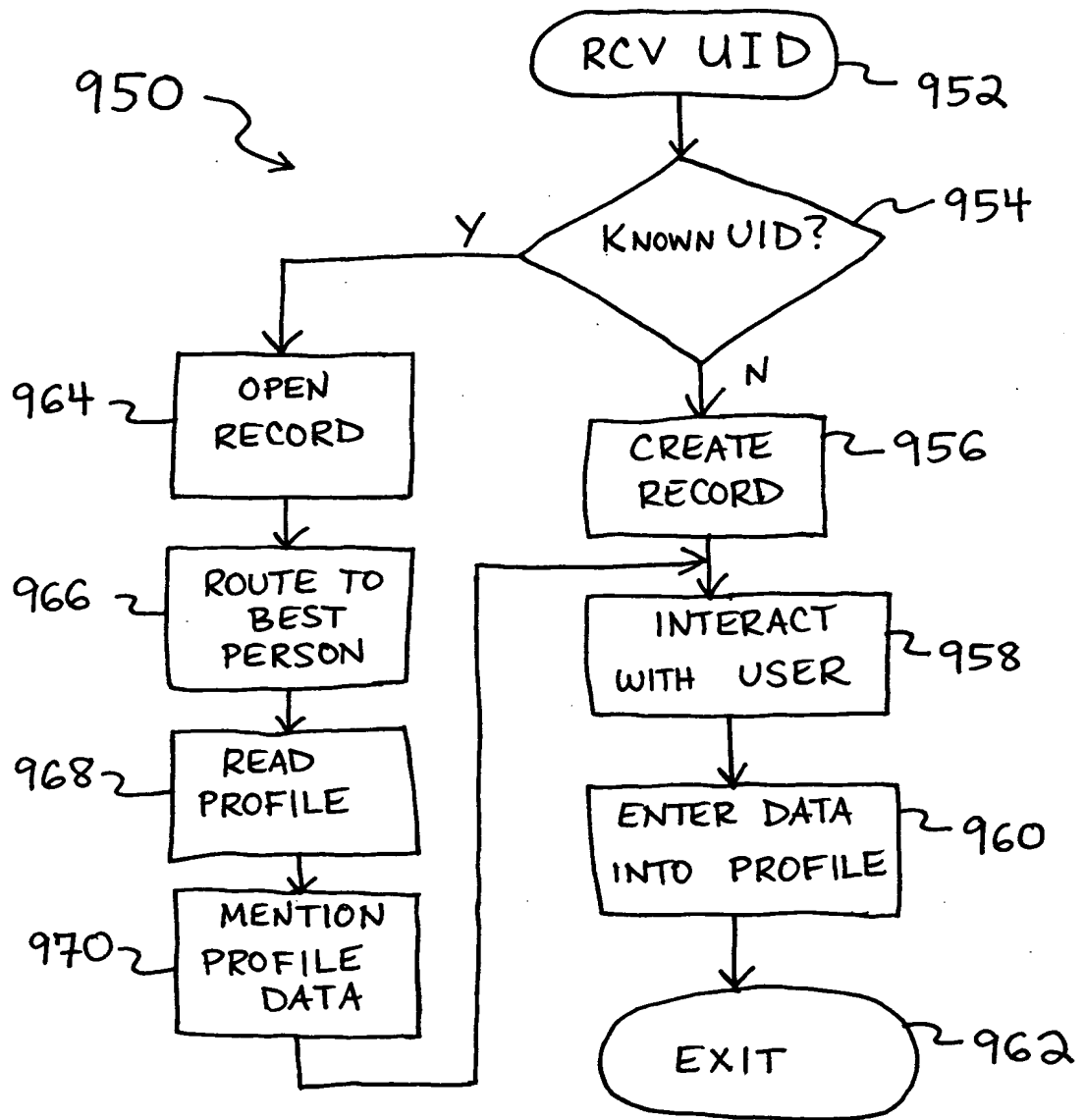


FIG. 30



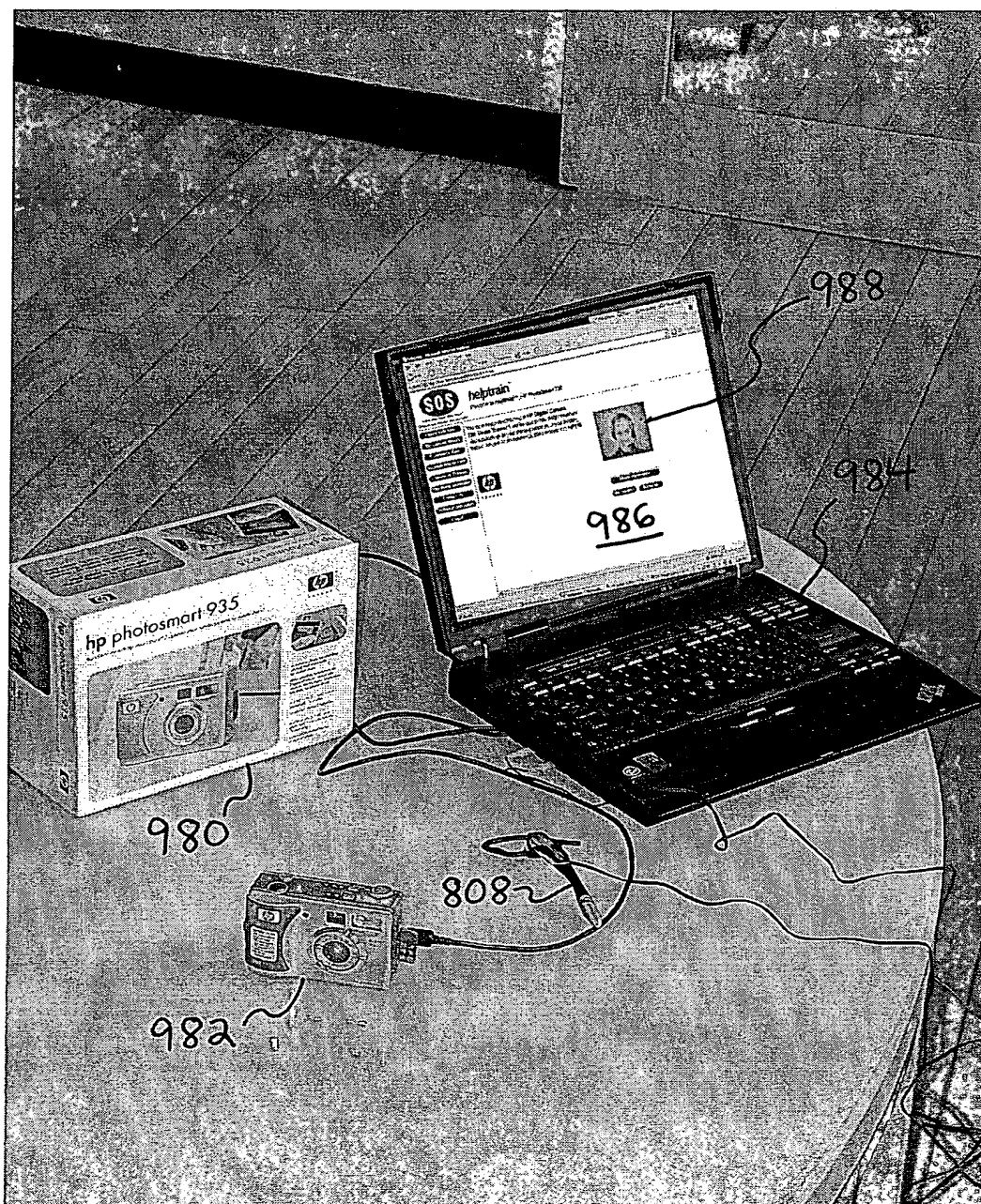


FIG. 31